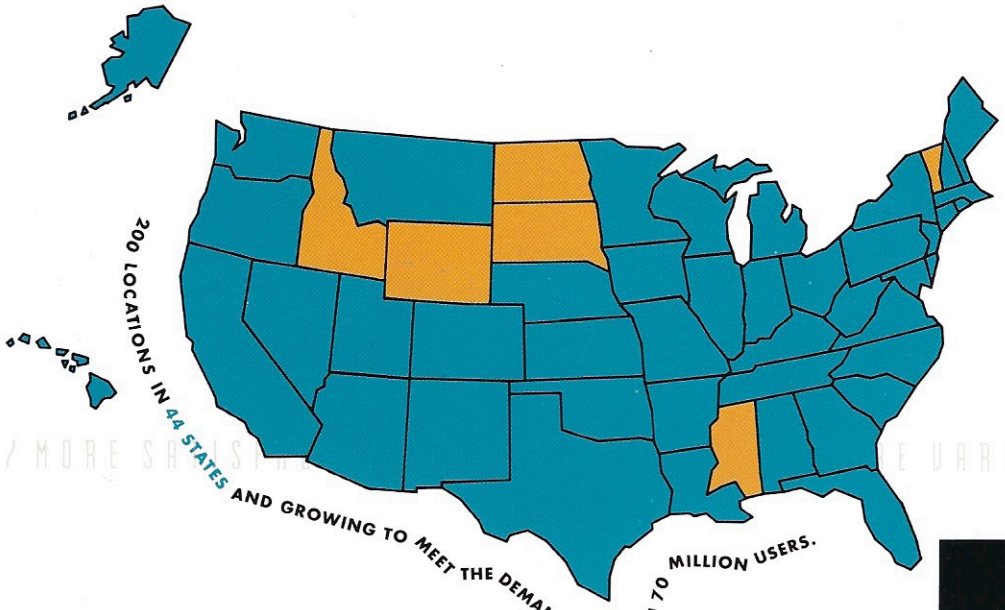
/ MORE PARENTS / **NINTENDO WORLD CLASS SERVICE**sm / MORE PLAYERS /

NNOVATION / MORE SERVICE /

/ MORE GAMES / MORE POWER /



200 LOCATIONS IN 44 STATES AND GROWING TO MEET THE DEMAND OF MORE THAN 70 MILLION USERS.

1·800·

NINTENDO'S WOR

/MORE SH… …E VARIETY/MORE SERVICE/MORE FUN

The power of Nintendo begins with great products and g…
service. At the start of 1991, Nintendo World Class Servic…
In less than one year the World Class Service program h…
use. ■ As part of our network, you'll be ready to suppor…
you. With the Nintendo test station, a simple to use, comp…
product in minutes. With Nintendo field service enginee…
tors, service administrators and technical service trainers…
smoothly and properly. As a World of Nintendo℠ retaile…
take advantage of Nintendo's network of authorized inde…
ers will benefit from fast, responsive service. ■ In 199…
expect. Projections show Game Boy™ sales topping 10 mil…
more than 28 million households. Creating an enormous …
of Nintendo World Class Service, you're missing the kind …

ON-THE-SPOT SERVICE RIGHT AT YOUR COUNTER. IT KEEPS YOUR CUSTOMERS COMING BACK.

/MORE GAME… …/MORE FUN/MORE INNOVATION/MORE HIT…

COMPREHENSIVE VIDEO TRAINING AND CUSTOM WORKBOOKS

GET YOUR PEOPLE STARTED IN THE RIGHT DIRECTION.

255·3700

LD CLASS SERVICE CONSUMER HOTLINE

/ MORE HITS / MORE CREATIVITY / MORE POWER / MOR NOVATION /

great games. And the power is kept alive by unmatched

e℠ centers number more than 200 locations in 44 states.

as become something that more customers expect, and

t your customers, and Nintendo will be ready to support

act system that analyzes the operation of any Nintendo®

ers, technical support specialists, service parts coordina-

s you can be sure World Class Service operations will run

r you have a choice. Participate as a servicing dealer or

pendent service organizations. Either way, your custom-

service will become a bigger part of what consumers

ion units. The Nintendo Entertainment System® will be in

market that makes service essential. If you're not a part

of opportunity that just keeps knocking.

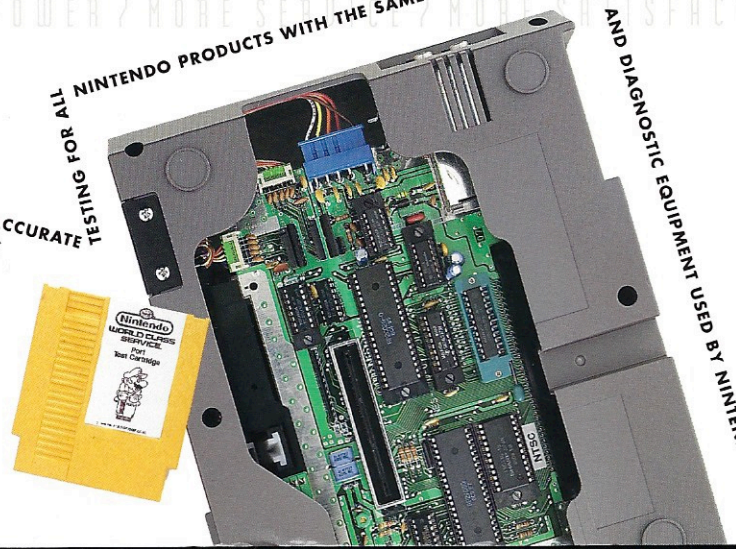
TECHNICAL TRAINERS,
TECHNICAL SPECIALISTS,
NINTENDO FIELD SERVICE ENGINEERS,
AND ADMINISTRATORS
PROVIDE WORLD CLASS SUPPORT.

N / MORE FUN / MORE THRILLS / MORE CREATIVITY /

S / MORE POWER / MORE SERVICE / MORE SATISFACTION / MOR GIVING /

NINTENDO MAKES, YOU CAN MAKE MONEY BY BEING RECOGNIZED AS A FULL SERVICE RETAILER.

FAST, SIMPLE, ACCURATE TESTING FOR ALL NINTENDO PRODUCTS WITH THE SAME STATE-OF-THE-ART TEST AND DIAGNOSTIC EQUIPMENT USED BY NINTENDO.



/ MORE CREATIVITY / MORE SERVICE / MORE HITS / MORE INNOVATION / MORE POWER /

More than ever, service has become part of the sale. So Nintendo World Class Service is designed to be simply the best. Designed to keep your customers happy, to keep them coming back. And to generate incremental retail and service sales.

FIELD SERVICE ENGINEERS

Professional assistance in setting up your service operation; service technician training; store clerk training and management training on policies and procedures.

TECHNICAL SUPPORT SPECIALISTS

A toll-free call connects you to an experienced Nintendo technician for expert problem-solving and fast answers.

SERVICE PARTS COORDINATORS

Centralized billing. Toll-free parts ordering. And a system that ships all service part orders received by 2:00 pm Pacific Standard Time that same day.

SERVICE ADMINISTRATORS

Support for your clerks and claims administrators and assistance in test station set-up and training.

ADVERTISING SUPPORT

World Class Service shouldn't be hard to find. Signs build awareness and direct traffic. Promotional brochures inform your customers. Point of purchase displays increase sales. Yellow Pages advertising directs the calls. It's all part of our commitment to help you succeed.

COMPREHENSIVE QUALITY

Our goal is simple. To support the after-the-sale product-related needs of all your customers with quality, convenience and excellence in service. Responsive. Committed. Complete.

TECHNICAL SERVICE TRAINING

Depending on your needs we offer an intensive, hands-on three-day technical certification seminar at Nintendo headquarters or at regional sessions available on an ongoing schedule. If you are starting with qualified technicians, we provide them with an in-depth self-instructional training program available complete with video tapes and workbooks to train your other technicians.

TWO WAYS TO PROVIDE WORLD CLASS SERVICE

The new program provides two ways to offer World Class Service to your customers; either through your own service facility or through our authorized independent servicer network. Either way you can help your customers enjoy the convenience of World Class Service, so they can enjoy the excitement and challenge of their Nintendo equipment.

FOR ALL THE DETAILS

Contact the Nintendo Field Service Department toll-free at 1-800-633-3236. We'll put together a comprehensive package to show you the bottom-line benefits of providing World Class Service to your customers.

/ MORE SATISFACTION / MORE GAMES / MORE SALES / MORE VARIETY / MORE SERVICE /

Official Nintendo Seal of Quality

Nintendo® WORLD CLASS SERVICE℠

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